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CLAIMS

Claims 98-100 and 102-160 are pending and under consideration. No new matter is introduced. Claims 161-163 are added. No new matter is added. The Claim Listing below will replace all prior versions of the claims in the application:

Claim Listing

Claims 1-97. (Cancelled)

Claim 98. (Previously Presented) A collaborative real estate management system for exchanging information among tenants and an individual associated with management of a building, the system comprising:

a computer system in communication with data input and output devices accessible by said tenants and said individual associated with management of said building;

said computer system including one or more processors networked together and programmed to process data relating to management of said building;

said one or more processors being further programmed i) to receive a communication relating to management of said building from a device associated with at least one of said tenants, said communication including data indicating an instruction being associated with a task performed by said individual, said individual being associated with a front desk of said building, a front gate of said building, or a combination thereof, ii) to associate said instruction with said at least one of said tenants using an identifier, iii) to store said instruction and said identifier on said

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computer system, and iv) to enable said individual to search said computer system to obtain said instruction using a computing device associated with said individual,

wherein said computer system enables interaction by said tenants with said individual through said system.

Claim 99. (Previously Presented) The system of claim 98 wherein said computer system includes a database.

Claim 100. (Previously Presented) The system of claim 99 wherein said database includes a library of documents relating to said building which documents are accessible for viewing, storing, and editing by said tenants, a staff member, a building manager, or any combination thereof.

Claim 101. (Cancelled).

Claim 102. (Previously Presented) The system of claim 98 wherein said one or more processors are further programmed to receive a communication relating to information regarding a service request among said tenants, a staff member, a building manager, or any combination thereof.

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Claim 103. (Previously Presented) The system of claim 98 wherein said one or more processors are further programmed to receive a communication relating to package delivery and pickup information from a device associated with said individual.

Claim 104. (Previously Presented) The system of claim 98 wherein said one or more processors are further programmed to receive a communication relating to one or more survey questions from a staff member or a building manager to one or more of said tenants, a response to said survey questions from said one or more of said tenants to said staff member or to said building manager, or any combination thereof.

Claim 105. (Previously Presented) The system of claim 98 wherein said one or more processors are further programmed to receive information posted by one of said tenants for viewing by other tenants of said building.

Claim 106. (Previously Presented) The system of claim 99 wherein said database includes addresses and contact information for said tenants, a staff member, a building manager, or any combination thereof.

Claim 107. (Previously Presented) The system of claim 99 wherein said database includes information for task tracking.

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Claim 108. (Previously Presented) The system of claim 99 wherein said database includes information about scheduled maintenance programs.

Claim 109. (Previously Presented) A method comprising:
receiving an instruction via a computing device associated with a tenant associated with a building, said instruction being associated with a task performed by an individual associated with a front desk of said building, a front gate of said building, or a combination thereof;
associating said instruction with said tenant using an identifier;
storing said instruction and said identifier on a central computer; and
enabling said individual to search said central computer to obtain said instruction using a computing device associated with said individual.

Claim 110. (Previously Presented) The method of claim 109 wherein said instruction is associated with permissions to give access to a unit associated with said tenant, key-holding information, or any combination thereof.

Claim 111. (Previously Presented) The method of claim 109 wherein said identifier comprises a unit number associated with said tenant.

Claim 112. (Previously Presented) The method of claim 109 further comprising designating said instruction as being inactive upon expiration of a specified time period.

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Claim 113. (Previously Presented) The method of claim 109 wherein said instruction is associated with package delivery, laundry delivery, or any combination thereof.

Claim 114. (Previously Presented) The method of claim 113 further comprising:
storing information regarding pick-up, by said tenant, of said package, said laundry, or
said any combination thereof; and
associating said stored information with said instruction.

Claim 115. (Previously Presented) The method of claim 109 further comprising:
generating a notification associated with said instruction; and
transmitting said notification to said computing device associated with said tenant.

Claim 116. (Previously Presented) The method of claim 109 further comprising
transmitting data representing said first instruction, a portion of said first instruction, said
identifier, or any combination thereof to a public display.

Claim 117. (Previously Presented) The method of claim 116 wherein said public display
comprises a display in an entranceway associated with said building, an elevator associated with
said building, another public area associated with said building, or any combination thereof.

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Claim 118. (Previously Presented) The method of claim 109 further comprising displaying said first instruction, a portion of said first instruction, said identifier, or any combination thereof to a public display.

Claim 119. (Previously Presented) The method of claim 109 further comprising receiving biometric data.

Claim 120. (Previously Presented) The method of claim 119 further comprising comparing said received biometric data with biometric data stored on said central computer.

Claim 121. (Previously Presented) The method of claim 109 wherein said building is a first building, the method further comprising providing aggregated data for said first building and a second building.

Claim 122. (Previously Presented) The method of claim 109 wherein said tenant is a first tenant and said individual is a first individual, the method further comprising:

receiving a request for service via a computing device associated with a second tenant associated with said building;

storing said request for service on said central computer; and

enabling a second individual to search said central computer to obtain said request for service using a computing device.

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Claim 123. (Previously Presented) The method of claim 122 wherein said first individual is identical to said second individual.

Claim 124. (Previously Presented) The method of claim 122 wherein said building is a first building, the method further comprising providing aggregated data for said first and second buildings, said data comprising said request for service and another request for service associated with said second building.

Claim 125. (Previously Presented) The method of claim 122 wherein said request for service comprises a title, a category selected from a list, a request description, an urgency rating, an email address, a contact information, an instruction for an additional parties, or any combination thereof.

Claim 126. (Previously Presented) The method of claim 122 further comprising enabling a user, using a computing device, to search said central computer to obtain a list of search results including said request for service.

Claim 127. (Previously Presented) The method of claim 126 further comprising enabling said user to sort said list of search results by unit number, request category, date opened, priority, status, or any combination thereof.

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Claim 128. (Previously Presented) The method of claim 122 further comprising enabling a user associated with building management to modify said request for service.

Claim 129. (Previously Presented) The method of claim 128 wherein modifying said request for service comprises changing a category of said request, assigning a priority to said request, opening said request, closing said request, placing said request on hold until a certain date, recording an amount of time spent on a task related to said request, entering a dollar amount of costs which can be charged to said second tenant associated with said request, posting a comment to said request log, or any combination thereof.

Claim 130. (Previously Presented) The method of claim 122 further comprising transmitting a notification in response to said request for service.

Claim 131. (Previously Presented) The method of claim 130 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

Claim 132. (Previously Presented) The method of claim 109 further comprising permitting access to information stored on said central computer based on a type of user.

Claim 133. (Previously Presented) The method of claim 132 wherein said type of user comprises an occupant, tenant, front desk personnel, other building personnel, maintenance

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department employee, building manager, owner, outside agency employee, or any combination thereof.

Claim 134. (Previously Presented) The method of claim 132 wherein said type of user comprises a contractor, service provider, newspaper delivery company employee, police personnel, fire personnel, medical personnel, or any combination thereof.

Claim 135. (Previously Presented) The method of claim 109 further comprising providing an electronic library including one or more electronic documents.

Claim 136. (Previously Presented) The method of claim 135 wherein providing further comprises associating an electronic document in said electronic library with an expiration date.

Claim 137. (Previously Presented) The method of claim 135 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining which users can access, view, update, or any combination thereof, said electronic document.

Claim 138. (Previously Presented) The method of claim 135 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining a particular group of users who can access, view, update, or any combination thereof, said electronic document.

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Claim 139. (Previously Presented) The method of claim 138 wherein said particular group of users comprises board members.

Claim 140. (Previously Presented) The method of claim 135 further comprising transmitting a notification in response to an electronic document.

Claim 141. (Previously Presented) The method of claim 140 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

Claim 142. (Previously Presented) The method of claim 140 wherein transmitting comprises transmitting said notification in response to said electronic document being added to said electronic library.

Claim 143. (Previously Presented) The method of claim 140 wherein transmitting comprises transmitting said notification in response to said electronic document being updated.

Claim 144. (Previously Presented) The method of claim 135 further comprising enabling a user to search said electronic library using a keyword.

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Claim 145. (Previously Presented) The method of claim 135 wherein said building is a first building further comprising allowing access to said electronic library by users associated with said first building and users associated with a second building.

Claim 146. (Previously Presented) The method of claim 109 wherein said tenant is a first tenant and said individual is a first individual, said method further comprising:

receiving a request for service via a computing device associated with a second tenant associated with said building;

storing said request for service on said central computer;

enabling a second individual to search said central computer to obtain said request for service using a computing device; and

providing an electronic library including one or more electronic documents.

Claim 147. (Previously Presented) The method of claim 146 wherein said building is a first building further comprising providing aggregated data for said first and second buildings.

Claim 148. (Previously Presented) The method of claim 146 wherein said request for service comprises a title, a category selected from a list, a request description, an urgency rating, an email address, a contact information, instructions for additional parties, or any combination thereof.

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Claim 149. (Previously Presented) The method of claim 146 further comprising transmitting a notification.

Claim 150. (Previously Presented) The method of claim 149 wherein transmitting comprises transmitting an email message, a beeper message, a pager message, a fax transmission, or any combination thereof.

Claim 151. (Previously Presented) The method of claim 146 wherein providing further comprises associating permissions with an electronic document in said electronic library, said permissions defining which users can access, view, update, or any combination thereof, said electronic document.

Claim 152. (Previously Presented) The method of claim 146 further comprising transmitting a notification in response to an electronic document being added to said electronic library.

Claim 153. (Previously Presented) The method of claim 146 further comprising permitting access to information stored on said central computer based on a type of user.

Claim 154. (Previously Presented) The method of claim 148 wherein said instruction is associated with package delivery, laundry delivery, or any combination thereof.

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Claim 155. (Previously Presented) The method of claim 148 further comprising transmitting data representing said first instruction, a portion of said first instruction, said identifier, or any combination thereof to a public display.

Claim 156. (Previously Presented) The method of claim 155 wherein said public display comprises a display in an entranceway associated with said building, an elevator associated with said building, another public area associated with said building, or any combination thereof.

Claim 157. (Previously Presented) The method of claim 148 further comprising receiving biometric data.

Claim 158. (Previously Presented) The method of claim 157 further comprising comparing said received biometric data with biometric data stored on said central computer.

Claim 159. (Previously Presented) A computer program product, tangibly embodied in an information carrier, for enabling a collaborative exchange of information among tenants and an individual associated with management of a building, the computer program product including instructions being operable to cause data processing apparatus to:

receive an instruction via a computing device associated with a tenant associated with a building, said instruction being associated with a task performed by an individual associated with a front desk of said building, a front gate of said building, or a combination thereof;

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associate said instruction with said tenant using an identifier;
store said instruction and said identifier on a central computer; and
enable said individual to search said central computer to obtain said instruction using a computing device associated with said individual.

Claim 160. (Previously Presented) A collaborative real estate management system for exchanging information among tenants and an individual associated with management of a building, the system comprising:

a computer system in communication with data input and output devices accessible by said tenants and said individual, the computer system comprising:

a means for receiving an instruction from one or more of said devices associated with a first tenant associated with said building, said instruction being associated with a task performed by said individual, wherein said individual is associated with a front desk of said building, a front gate of said building, or a combination thereof;

a means for associating said instruction with said first tenant using an identifier;

a means for storing said instruction and said identifier on a central computer; and

a means for enabling said individual to search said central computer to obtain said instruction using one or more of said devices associated with said individual.

161. (New). A method for managing deliveries to and from occupants of a building, the method comprising:

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providing a database, which is maintained on a computer and is accessible to occupants of the building over a communication network;

storing in the database electronic payment and account information held by the respective occupants of the building;

storing in the database electronic delivery receiving rules that represent actions to be taken in connection with respective deliveries to be received by occupants of the building;

storing in the database electronic delivery sending rules that represent actions to be taken in connection with respective deliveries to be sent by occupants of the building;

providing a computer readable medium accessible by a user associated with the building and by the occupants of the building and operable to send information to, and receive information from, the database;

first electronic processing of a first delivery in the building, the first processing comprising:

receiving electronic delivery receiving information, via the computer readable medium, that represents the first delivery received in the building, or that represents the first delivery to be received in the building to be delivered to a first one of the occupants of the building, wherein the electronic delivery receiving information identifies a type of the first delivery, the first occupant, a sender of the first delivery and a first delivery service provider for the first delivery, and further includes first delivery tracking information for the first delivery;

storing in the database the electronic delivery receiving information;

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associating the delivery receiving rules with the electronic delivery receiving information as a function of at least one of the type of the first delivery, the first occupant, the sender of the first delivery, the first delivery service provider for the first delivery, and the first delivery tracking information; and

applying the associated delivery receiving rules to arrange for a notification that includes the first delivery tracking information to be transmitted to the first occupant via the computer readable medium; and

second processing of a second delivery in the building, the second processing comprising:

receiving, via the computer readable medium, electronic delivery sending information from a second occupant that represents a second delivery to be sent from the second occupant, wherein the electronic delivery sending information identifies the second occupant, a type of the second delivery, an intended recipient of the second delivery and a second delivery service provider for the second delivery;

storing in the database the electronic delivery sending information;

associating the delivery sending rules with the electronic delivery sending information as a function of at least one of the second occupant, the type of the second delivery, the intended recipient of the second delivery and the second delivery service provider for the second delivery;

applying the associated delivery sending rules to arrange for the second delivery service provider to deliver the second delivery from the building when

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the second delivery is provided from the second occupant to the user via the computer readable medium; and

arranging for the second delivery to be delivered when the second delivery is provided from the second occupant to the user via the computer readable medium, and further as a function of the electronic payment and account information.

162. (New). The method of claim 161, further comprising providing status information representing the first delivery and the second delivery to the occupants of the building via a publicly accessible display.

163. (New) A method for managing a building-related task that is requested by an occupant of a building, the method comprising:

storing in a database electronic building task information that represents respective building-related tasks, wherein the database is maintained on a computer and is accessible over a communication network;

storing in the database electronic personnel information that represents individuals who perform the respective building-related tasks;

storing in the database electronic calendar information that represents schedules of the individuals who perform the respective building-related tasks;

providing a computer readable medium that is accessible by occupants of the building and used to define requests for the building-related tasks represented by the electronic building

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task information, wherein the computer readable medium provides selectable options for the occupants to define the requests;

storing in the database the requests defined by the occupants for the building-related tasks;

providing the computer readable medium to be accessible by an individual associated with the building and used to receive electronic notifications representing the requests, to retrieve the stored requests from the database and to respond to the occupants who defined the requests;

receiving, over the communication network, a first request initiated by the occupant, the first request comprising one or more selected options via the computer readable medium that represent a building-related task;

associating the first request with an identifier representing the occupant;

categorizing the associated request as a new request, and storing the new request in the database;

providing an electronic request notification that represents the new request via the computer readable medium;

enabling the individual associated with the building to retrieve the new request stored in the database via the computer readable medium;

assigning a respective individual suitable for performing the building-related task and assigning a date to the building-related task is scheduled to be performed as a function of the electronic personnel information and the electronic calendar information by the individual associated with the building selecting options provided via the computer readable medium;

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automatically defining a task record that represents a combination of the new request, the assigned individual and the assigned date, and storing the task record in the database;

enabling the individual associated with the building to use the computer readable medium to send an electronic reply notification to the occupant, wherein the electronic reply notification represents when the building-related task will be performed;

receiving, over the communication network, by the occupant using the computer readable medium, the electronic reply notification;

receiving, over the communication network, by the individual associated with the building using the computer readable medium an electronic task status notification that represents the status of the building-related task; and

updating the task record to represent the status of the building-related task as a function of the electronic task status notification.